

FCC Office of Inspector General

Customer Survey on Audit Products/Services

Please help us to serve you better by taking about 5 -10 minutes to answer the following questions. We value your opinions and request that you please return the completed questionnaire within one week either electronically or in hard copy. Just E-mail; or fold, staple and drop in the mail (it's pre-addressed); or FAX to (202) 418-2811. Skip any questions you do not care to answer.

Name & Phone _____ Report No. _____

Name of Report, Product or Service: _____

For Questions 1- 14, please place an X in the appropriate box to specify a response; skip any that do not apply.

1.-Strongly Disagree; 2.-Disagree; 3.-Somewhat Disagree; 4.-Somewhat Agree; 5.-Agree; 6.-Strongly Agree

OIG Audit Products/Services

1. Are factually accurate and consistent with available information
2. Are objective & balanced (recognize Agency assistance and corrective action)
3. Address relevant or significant issues
4. Are useful for decisions, actions and improvements
5. Contain recommendations that are practical & appropriate
6. Are clear, logical and understandable
7. Are timely (for your needs & purposes)
8. Are responsive to Agency needs or requests for assistance
9. Contribute to the Agency's Strategic Goals

1	2	3	4	5	6

OIG Audit Staff

10. Are professional and courteous
11. Are knowledgeable about the programs and/or issues involved
12. Clearly communicate purpose, process, progress, issues, results & recommendations
13. Seek and consider input, comments and clarification on issues
14. Encourage a constructive working relationship

Suggestions and Comments:

15. How would you improve the audit process, products or results? (continue below if needed)

16. With what products, and in what program or issue areas can the OIG best serve the FCC? (continue below if needed)

17. If you do not agree that the audit results or products add value, why not? (Continue below if needed)

*Please provide additional comments about any of your responses below or attach additional pages.
For further information or to discuss comments and results call (202) 418-0470. THANK YOU!*

Additional Space for Comments:

Office of Inspector General
Federal Communications Commission
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